

# WEEK IN REVIEW

A publication of the City Manager's Office

## Council Meeting

April 28 - [City Council Meeting Agendas](#)

## Looking Ahead

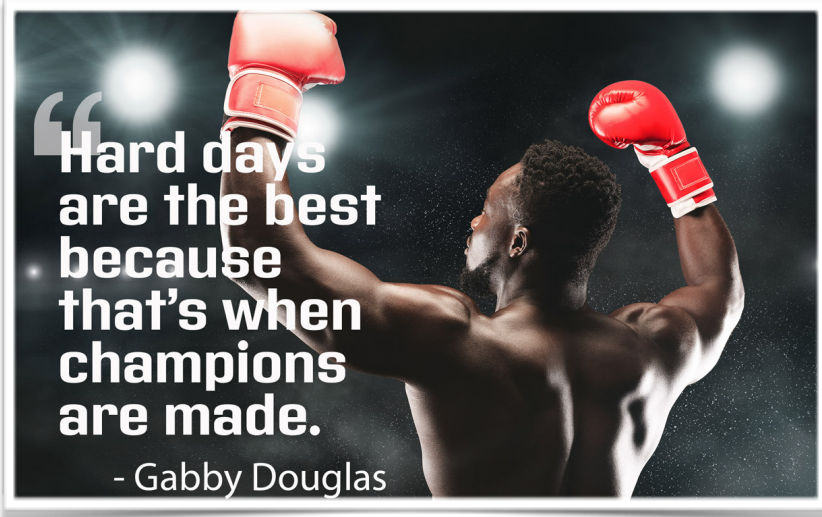
Most regulatory boards will be meeting virtually including City Council beginning April 28.

Monday, April 27: School Board

Thursday, April 30: Last Day to purchase 2020 Dog Tags

## Stay Informed!

- [CitE-News & ActivitE-News](#)
- [Latest News](#)
- [Get Alerts](#)
- [Mobile App](#)
- [OpenGov](#)
- [Citibot](#)
- [Get Engaged](#)
- **WATCH!** [publiCITY](#) news show (on hold due to COVID)
- **LISTEN!** [Rouss Review](#) (City) and [Defrost](#) (WPD) podcasts



It's hard to stay away from friends and family, especially on the hard days. These are difficult times, but the fight is not over yet. Don't tap out now. Please continue to stay home and practice social distancing and good hygiene. When the pandemic is over, we will rise together as champions. [www.winchesterva.gov/coronavirus](http://www.winchesterva.gov/coronavirus)

## City Manager's Activities

The April 28, 2020 Council meetings will be held virtually and can be watched on the [agenda portal](#). Public comments and comments for the public hearing item on the agenda can be submitted via the [online comment form](#).

Thank you to Winchester area residents for helping Valley Health reach and surpass their goal to collect 10,000 hand-made masks.

Thank you to our custodial crew for their hard work in keeping City facilities clean and safe for employees!



# Public Safety

## Winchester Police

- Delivered a monetary donation from the Timbrook Outreach Fund to the Highland Food Pantry.
- Worked on revising General Orders payroll policy and researched career development policy.
- Began field training with 3 new officers. Reviewed 13 applications, moved 4 applicants to the background investigation phase, and moved 1 to the psychological phase.
- Observed Volunteer Week and Administrative Professionals Day with posts on social media.
- Continued Birthday Wishes program with 8 visits this week and 8 scheduled for next week.
- Crime stats:
  - Crimes against persons (felony) - 1
  - Crimes against persons (misdemeanor) - 7
  - Burglaries (residential) - 0
  - Burglaries (commercial) - 2
  - Property crimes - 14

## Winchester Fire and Rescue

- Deployed infrared thermometers to each station for daily COVID-19 monitoring.
- Conducted weekly conference calls with Designated Infectious Disease Officers and COVID-19 regional organizations.
- Attended a meeting with Drexler University on emerging issues regarding the COVID-19 pandemic.
- Two recruits completed the National Registry EMT certification and successfully passed the Emergency Vehicle Operators Course. Recruit class is completing Hazmat Operations certification course.
- Conducted systems test for new construction or renovation projects.

Police Activity	#
Calls for Service	275
Directed Patrols	30
Directed Patrols (OTW)	7
Extra Patrols	196
Extra Patrols (OTW)	0
Alarms/False Alarms	23/23
Crash Reports	5
Traffic Citations	5
Traffic Warnings	14
DUI/DWI	1
FOIAs Answered	4
Special Events Permits Received/ Approved	0/0 43 YTD

Fire Activity	#
Fire	4
Overpressure	0
EMS/Rescue	81
Hazardous Cond.	0
Service Call	9
Mutual Aid Given	1
Good Intent	5
False Alarms	2
Special Incident	0
Plan Review	0
Reinspections	0
Inspections	4

## **Emergency Management**

- Participated in COVID-19 conference calls with Virginia Department of Emergency Management (VDEM), Virginia Department of Health, and City Leadership team.
- Received Personal Protective Equipment (PPE) from the Region 2 VDEM Point of Distribution (POD) center in Culpeper.
- Delivered hand sanitizer to the various divisions of the courthouse.
- Conducted inventory of PPE and sanitizing materials at the City Point of Distribution Center.
- Worked with the new Radio Manager to orient him to the position.
- Delivered the Mobile Command Bus to the City Garage for repairs.
- Programmed portable radios.

## **Development Services**

### **Economic and Workforce Development**

- Distributed remaining Disaster Relief Loan Fund payments.
- Participated in Worlds of Work! Planning Committee call, discussed canceling for Fall 2020.
- Attended weekly conference call with Virginia Economic Development Partnership.
- Participated in weekly update meeting with regional partners to collaborate on response and recovery efforts.
- Attended Consultant Connect Virtual Gathering to hear input on best practices on economic development efforts during the COVID-19 pandemic.

### **Arts and Vitality & Old Town**

- Held Virginia Main Street Grant discussion about parameters of the grant and how to properly distribute to Winchester businesses.
- Compiled business email list for mass distribution of information.
- Continued working with Old Town merchants on the "Old Town To Go" concept.
- Held meeting to discuss alternatives to the 2020 event schedule.

## Zoning and Inspections

- Completed:
  - 73 building permit inspections and issued 14 building permits (\$127,307 valuation)
  - 67 code enforcement inspections and initiated 32 new cases
  - 0 new business reviews (0 Zoning User Permits general business, 2 Zoning User Permits home business)
  - 0 PDSP permits
- Removed 0 signs from the public right-of-way (YTD=89)

DATE	Address	Description	Value
04/16/2020	912 KENNEDY DR	16' X 32' DECK	\$7,500
04/16/2020	19 JACKSON AVE	REPAIR FIRE DAMAGE	\$25,000
04/20/2020	1805 S LOUDOUN ST	REPLACE FIXTURES	\$3,000
04/20/2020	2829 BALDWIN ST	REPLACE FIXTURES	\$3,000
04/21/2020	2829 BALDWIN ST	NEW DECK	\$1,200
04/21/2020	2228 E PAPERMILL RD	NEW FIXTURES	\$15,000
04/21/2020	220 ROSZEL RD	NEW FIXTURES	\$2,000
04/21/2020	243 MILLER ST	REMOVE & REPLACE EXISTING DECK	\$9,000
04/21/2020	509 ARMOUR DALE	REPAIR ROTTEN STOOP	\$1,380
04/21/2020	2148 2150 S LOUDOUN ST	OVERLAY METAL ROOF WITH MEMBRA	\$31,727
04/21/2020	2228 E PAPERMILL RD	GRILLS, FFU'S, EX FANS & HOOD	\$20,000
04/21/2020	1850 APPLE BLOSSOM DR F-129	SUPPRESSION SYSTEM	\$4,500
04/22/2020	2611 STONEGATE DR	REMODEL	\$4,000
<b>Totals</b>			<b>\$127,307</b>

## Winchester/Frederick County Tourism

- Recorded a 360 video performance of a local band (One Street Over) at the Museum of the Shenandoah Valley. Released on social media and [YouTube](#) to promote positivity and the still-thriving arts culture here in the Winchester-Frederick County area. Working to develop more of these in the coming weeks.
- Attended a weekly conference call to get an update on state tourism efforts, ask questions, and network with other DMO directors from around the state.
- Took part in a Winchester Bike Share Stakeholder virtual meeting to discuss the potential for a bike share program in Winchester.
- Took part in a weekly Top of Virginia COVID Emergency Response Team virtual meeting to discuss grants, challenges facing local businesses in different sectors, strategies for re-emerging from the current situation, and other creative ideas for our community.
- Finished proofing the 2020 Visitor Guide and completed the purchase order for printing, awaiting final editing of the cover image, which we changed in light of the current situation.
- Began strategizing how to implement safety measures at the Visitor Center once we decide to reopen, including possibly installing plexiglass, employee personal protection measures (masks, gloves), and pre-bagged Tourism To Go bags themed for different interests (i.e. Civil War bag with a local map, guide, and Civil War brochures already packaged).

## Planning

- Staffed the April 21 Planning Commission virtual meeting. The major item on the agenda was the public hearing on the Meadow Branch Avenue Apartments, Phase II PUD rezoning request. While no citizens appeared in person, some written comments were received and read into the record. The Commission unanimously forwarded the rezoning as well as a separate Zoning Text Amendment pertaining to PUD provisions to City Council recommending approval.
- Continued to plan review and approval. Held virtual meetings with developers and with consultants working on two Metropolitan Planning Organization studies: 1) Pleasant Valley Rd and 2) potential Bike Share program.
- Prepared a Resolution of Sorrow for Council to consider at the April 28 Council meeting to memorialize former City Manager Wendell Seldon who recently passed away. Mr. Seldon served the City of Winchester for almost 40 years.
- Prepared and recorded another episode of Winchester 101 for inclusion in the upcoming Rouss Review podcast.

## Public Services

- Held a teleconference with VDOT and their consultant to review the potential improvement projects developed as part of the ongoing traffic improvements study being completed for Pleasant Valley Road. These potential projects will be presented to City Council at the work session on May 12. Following the presentation to City Council, public comments will be solicited.
- Reviewed the status of the design of multiple utility improvement projects with the City's consultant.
- Continued preparing the application for funding to the Virginia Resources Authority for funding needed for the ongoing utility infrastructure projects that is due on May 1.
- Prepared an ordinance to delay the implementation of the previously approved water and sewer rate increases that will be presented to City Council at the April 28 Work Session.

### Utility Capital Improvement Projects (7/1/18-present)

Measure	Past Week	Project Totals
Water mains replaced (linear feet)	0	8,292
Water service lines replaced (number)	0	372
Water meters replaced (number)	2	4,573
Sanitary sewer mains replaced/lined (linear feet)	0	6,615
Sanitary sewer laterals replaced (number)	0	111
Sanitary manholes replaced (number)	0	42
Sidewalks replaced (linear feet)	0	39,697
Sidewalks repaired (linear feet)	0	123,835

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Streets	Streets repaved	0	.80	Lane miles
	Potholes repaired	0	52	#
	Mowing	20	45.23	Acres
	Miles of streets swept	52.40	883.69	Miles
	Tons of leaves hauled	0	58.50	Tons
Trees	Dead/diseased trees removed	0	105	#
	Trees trimmed	0	524	#
	Stumps removed	2	137	#

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Traffic	Street signs Installed/replaced	10	199	#
	Pavement markings repainted (City)	128	211	Linear feet
	Pavement markings repainted (contractor)	0	5,273	Linear feet
Refuse & Recycling	Refuse collected	136.97	2,060.54	Tons
	Recycling collected	56.49	572.756	Tons
	Large item pickups	0	47	#
Transit	Total passengers	857	31,485	#
	Revenue miles pick up/drop off	1,866	51,333	Miles
	Revenue hours pick up/drop off	184.50	4,883.29	Hours
Utility billing	Payments processed	1,611	22,857	#
	New bills mailed out	0	22,639	#
	Water services turned off (non-payment)	0	125	#
Water treatment plant	Average daily water demand	4.90	5.57	Million gallons/
	Peak daily water demand	5.22	6.53	day
Wastewater treatment plant	Average daily flow treated	7.66	7.38	Million gallons/
	Peak daily flow treated	9.76	1.21	day
Water distribution and wastewater collection	Water main breaks repaired	0	6	#
	Water meters read	1,004	25,721	#
	Fire hydrants flushed	0	0	#
	Sewer mains cleaned	6	40,694	Linear feet
	After-hours call outs	2	51	#
Engineering	Site plans reviewed	2	52	#
	Floodplain permits issued	1	17	#
	Utility as-builts reviewed	0	4	#
	Right-of-way permits issued	11	166	#
	Land disturbance permits issued	0	4	#
	Stormwater facility inspections	0	6	#
	Erosion and sediment control inspections	30	396	#
	Erosion and sediment notices to comply	0	0	#
Facilities Maintenance	Work requests completed	13	314	#
	Special events assistance	0	4	#
	Maintenance of pedestrian mall	23	419	Staff hours
Equipment maintenance	Total repairs completed	57	794	#

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Winchester Parking Authority	Work requests completed	6	96	#
	Special events - assistance provided	0	2	#
	Vandalism or property damage issues	2	6	#
	New monthly rentals	3	56	#
	Monthly rental cancellations	12	72	#
	Total monthly leases in all autoparks	-9	1,126	#
	Available monthly spaces in all autoparks	+9	286	#
	Hourly parkers (all four garages)	183	29,830	#
	Park-Mobile transactions	57	9,516	#
	Meter violations	9	2,309	#

## Parks & Recreation

- Launched the third "Triple Q" quiz about BMX on Facebook and YouTube. The horseshoe club is planned for the following week.
- Continued mowing neighborhood parks.
- Due to the extension of the Declaration of Emergency, canceled programs in all Divisions. Planned for future programming on a calendar sliding scale.
- In coordination with Emergency Management, continued operating a Point of Distribution (POD) for materials received and required by other internal departments.
- Began preparations for the fall 2020 guide to include an additional month of information (August) in hopes the Rec Center will be open at that time.

## Social Services

- Received 77 Benefit Program applications: 43 SNAP, 27 Medicaid, 6 TANF, 5 VIEW, 1 Child Care, 0 Auxiliary Grant, 0 General Relief-Burial, 0 Home Energy Assistance Program
- Provided case management to: 1,590 Medicaid, 4,034 SNAP, 64 TANF, 17 Auxiliary Grant, 29 individuals receive VIEW services, 55 families/96 children receive Child Care Subsidy Assistance, 322 Home Energy Assistance Program.
- Continued implementation of DSS-wide response to the COVID-19 pandemic. Leadership participated in virtual meetings with the Child Protective Services Regional Consultant with the Virginia Department of Social Services regarding policy and department changes.
- WDSS staff participated in a "virtual meet and greet" hosted by Healthy Families of the Northern Shenandoah Valley in celebration of National Child Abuse Prevention Month.
- Benefits team is developing new training modules for new hires, to supplement existing training provided by Virginia Department of Social Services.



Weekly Activity (3/9-3/22 aggregated data)	#
Clients walk-ins/drop-offs	0/15
Child Protective Service (CPS) referrals/case management load	4/40
CPS family assessments & investigations of alleged maltreatment	43
Placed "on notice" for foster care entry by JDRC	7
Children in/entered/exited foster care	47/0/0
Adoption subsidy cases/adoptions finalized	45/0
Benefit program fraud & overpayment referrals/investigations/recoupment claims	2/18/91
Family Service intakes/case management load	3/6
Adult Protective Service referrals/case management load	4/5
Adult guardianships/cases	2/82
Adult Protective Service investigations/intakes	13/4
Uniform Assessment Instrument screenings	3
Interstate Compact on the Placement of Children (ICPC) case management	3

## Support Services

### Innovation & Information Services

- Fixed Radio Management application which has been broken since SQL migration.
- Researched turning on payments via Click2Gov for Planning and Zoning.
- Moved delinquent personal property changes to production and assisted Treasurer staff with running the first time.
- Adjusted Spotted Lanternfly (SLF) Treatment Area schema in the GIS SLF HUB and updated SLF Treatment Area data. Added additional section to SLF Hub site for Virginia Tech Extensions BMPs for SLF in Yards/Landscapes.
- Gathered numerous weather GIS datasets to be used in Emergency Operations Center (EOC) dashboards. Reorganized EOC-related dashboards into categories (COVID19, Weather, Traffic, EOC Site).

Help Desk Requests	Count	Closed
Account Management	5	8
Applications	12	11
GIS	0	0
Hardware	5	4
Information Only	2	1
Infrastructure	1	1
No Action Required	1	1
Not Assigned	13	0
Procurement/Disposal	0	0
Reporting	1	0
Research	0	1
Total	40	27

# Communications

- Distributed the April 22 CitE-News issue. [View](#)
- Distributed a COVID-19 update relating to Winchester Parks and Recreation programs and facilities to the Park's ActivitE-News subscribers. [View](#)
- Handled 2 media requests for City information and staff interviews; 3 inquiries and 1 interview for WPD.
- Produced this week's Triple Q sports trivia video (Parks) and posted. [Watch](#)
- Finalized the [Peyton Street bonus content](#) video that accompanies WPD's DEFROST True Crime podcast.
- Created and posted [Volunteer Week content](#) for the Fire Department.
- Recorded and edited segments of the [Rouss Review](#) podcast that will be part of the show released next week (4/30 at 5 pm).
- Worked with Public Works to make Earth Day social media posts and a [Michael Recycle video](#).
- Created an [Earth Day video](#) with beautiful photos of our earth in Winchester.
- Edited the Human Resources Benefit Guide to reflect recent changes to PTO, holiday schedules, etc. Working on converting brochure to a web page.
- Attended a virtual records management conference by the National Association of Government Archives and Records Administrators (NAGARA).
- Created a video for Administrative Professionals Day honoring our admin staff and posted on social media.
- Converted the Fire and Rescue hiring process brochure to web pages.

311 Requests Received	#
FOIA	9
New Recycling Bin	4
Missed Trash/Recycling Collection	1
Trash on Property	-
City Tree Issue	-
Traffic Signal Issue	-
Dead Animal in Road	-
Ask a Question	2
Stormwater Drainage Issue	-
Pothole	-
Street Light Out	-
Tall Grass	1
Water/Sewer Service	-
Innovative Idea	1
<a href="#">Citibot</a>	5
Total/YTD	23/162

Date	Articles in <i>The Winchester Star</i>
4/18	Cameron Street house fire ruled accidental
	Videos provide 360-degree views of local attractions
	Winchester grieves death of longtime city manager Wendell Seldon
	Letters: Honored to have worked with Seldon
4/20	COVID-19 reduces crime, police calls for service
4/22	Mother who left baby in hot car avoids jail
4/23	Planners endorse Phase II of apartment complex
	City proposes new formula for property densities
4/24	Pandemic interfering with Comprehensive Plan update

